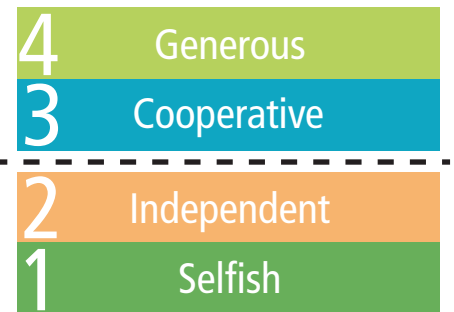


COMMUNICATION THROUGH CONNECTION

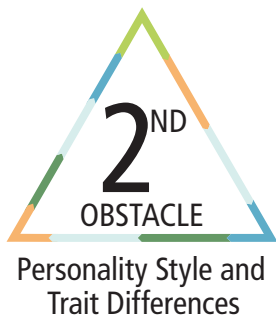
Is someone falling below the dotted line?



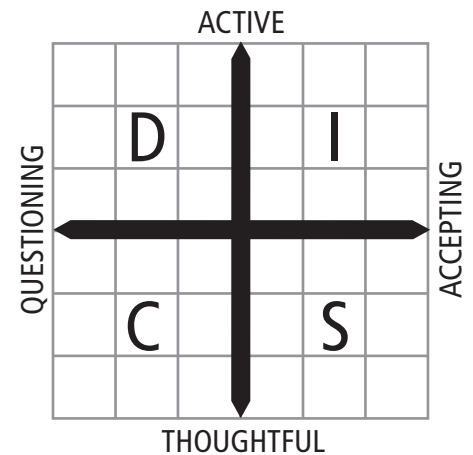
- ▶ LOOK FOR
 - ▶ Justification
 - ▶ Blaming
 - ▶ Denial
 - ▶ Quitting
- ▶ AVOID
 - ▶ Blaming
 - ▶ Excuses
 - ▶ Justifying
- ▶ ASK
 - ▶ What does the other person need from me?



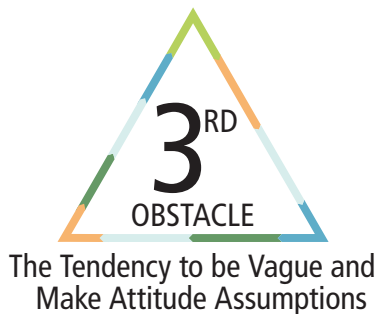
Is there a difference in personality styles and traits?



- ▶ ASK
 - ▶ Is the person more Active or Thoughtful?
 - ▶ Is the person more Questioning or Accepting?
- ▶ IF YOU'RE A **D**
 - ▶ Avoid being too blunt
- ▶ IF YOU'RE AN **I**
 - ▶ Avoid being too emotionally intense
- ▶ IF YOU'RE AN **S**
 - ▶ Avoid being overly accommodating
- ▶ IF YOU'RE A **C**
 - ▶ Avoid being too fact-focused



Am I being vague or making attitude assumptions?



- ▶ PHRASES TO USE
 - ▶ Is everything okay?
 - ▶ Will you please...
 - ▶ Yes, and...
 - ▶ I have time.
 - ▶ Is there anything you need that you aren't getting?
- ▶ PHRASES TO AVOID
 - ▶ Don't...
 - ▶ You should...
 - ▶ Yes, but...
 - ▶ I need you to...
- ▶ PRACTICE ACTIVE LISTENING
 - ▶ Verbal Affirmations
 - ▶ Physical Affirmations
 - ▶ Visual Affirmations
- ▶ BEHAVIOR-OUTCOME FORMULA
 - ▶ Casual permission to address
 - ▶ State the behavior
 - ▶ State the outcome
 - ▶ Request a change [if critical]
 - ▶ Thank and encourage [if positive]
 - ▶ Give 3x as much positive as critical